

FAQs: Availability & Scheduling Calendar

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I. Accessing ASC

1. How do I access ASC?

If you have been selected for the pilot and you are an Appointed Representative with a User ID and a Rep ID: Select the “Select this link to login.” located on the [Appointed Representative Services](#) (<http://www.ssa.gov/ar/>) main page. Once you have logged in, select Automated Scheduling from your menu. (Please be patient while we are making changes to the application name.)

2. Why can't I access the ASC link?

At this time, only selected Representatives participating in the ASC pilot can access the application. As the pilot expands, other Representatives who routinely conduct business with the added pilot offices will receive an invitation to participate.

3. Do I need to have my cell phone with me to access ASC?

No, a cell phone is not required to access ASC.

II. Pilot Phase

1. Which hearing offices are participating in the ASC pilot?

- Baltimore, MD
- Norfolk, VA
- Manchester, NH
- Grand Rapids, MI

2. When will my local hearing office be added to the pilot?

At this time, ASC is in the pilot phase. During this early phase, SSA will gather data in order to further streamline the scheduling process and to improve the ASC application. As we progress, we will add additional offices. SSA will notify you when your associated hearing office is added to the pilot.

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III. Using ASC

1. How do I set my availability?

You can set your availability by selecting any of the hyperlinks on your Monthly Calendar screen that indicate your current availability setting, i.e., Available, Unavailable, etc.

2. Will I get an email notification when calendars are updated with scheduled hearings?

No, ASC does not send email at this time.

3. Why can't I set my availability as "Available AM" or "Available PM"?

If you indicated in ASC, that you have multiple associates or that you are available to attend hearings across the country (Representatives only), can only set availability as "Available All Day" or "Unavailable".

4. How can I get details on the hearings scheduled?

Within the days on the calendar, select "Details" or a hearing office link to view more details. Days with no links indicate days with no hearings scheduled.

5. Why can't I change my availability for some days?

You cannot change your availability for days you have hearings scheduled or when scheduling is in progress. You may contact your associated hearing office to resolve any scheduling conflicts.

6. How far in advance may I provide my availability?

You can update your availability for dates up to 12 months out, in 6 month increments.

7. I have multiple associates working for me, how can I track hearings scheduled for all of my associates?

On your ASC Profile screen, you can indicate the number of associates working on your behalf. Then, using the Availability screens, you can indicate the number of associates available for each day of the month. All hearings initially scheduled for you and your associates are displayed on the Monthly Calendar. If the SSA Form 1696 for the associate attending the hearing on your behalf is submitted prior to the hearing date, the scheduled hearing is moved from your calendar to your associate's calendar. If the SSA Form 1696 is brought in on the day of the hearing, the hearing will not be moved to your associate's calendar.

8. Can I track all of the hearings (my associates and mine) on my calendar even after it is assigned to an associate?

Yes, as long as the SSA Form 1696 lists you as the primary representative. If the SSA Form 1696 for the associate attending the hearing on your behalf is submitted prior to the hearing date, the scheduled hearing is moved from your calendar to your associate's calendar. If the SSA Form 1696 is brought in on the day of the hearing, the hearing will not be moved to your associate's calendar.

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9. Will I be able to download the calendars to my home/office calendar application?

No, that functionality is not available.

10. Can I print the monthly and daily calendars?

Yes, you can print any screen.

11. How do I indicate the number of hearings I want per day?

If you have specific preferences regarding your availability, please communicate them to the associated hearing office.

12. Can I indicate my travel time when inputting my availability?

No, if you have specific preferences regarding your availability, please communicate them to the associated hearing office.

13. I do not want to have hearings scheduled without travel time built into it. How do I restrict this on my calendar?

You cannot place these types of restrictions on your schedule using ASC. If you have specific preferences, please communicate them to the associated hearing office.

IV. Error Messages or Alerts

1. Why am I getting the following alert when I attempt to access ASC? “At this time, you do not have access to ASC. Either you are not included in the pilot, or we do not have you in our database. If you have questions or think this is in error, please contact the associated Hearing Office for assistance.”

The application is only available to those Representatives who have been invited to participate in the ASC pilot and who routinely conduct business at one of the pilot hearing offices.

2. What do I do when I have problems, or receive HTTP error messages accessing the application?

Do not have multiple browser windows open when you access the application. If you get error messages, try closing any open browser windows, shutting down and restarting your computer.

Also ensure that **JavaScript** has been enabled on your computer, if not, complete these steps for **Internet Explorer**:

- In the IE toolbar go to Tools
- Internet Options
- Click on the Security tab
- Click on 'Internet'
- Click the 'Custom level' button
- Scroll to 'Miscellaneous' section and under "Display mixed content select 'Enable'
- Scroll to 'Scripting' section in the 'Active Scripting' section click 'Enable'

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- When the 'Warning' window pops out asking 'Are you sure you want to change the settings for this zone:
 - If you are using IE version 7, select "Yes" or the "OK" button to apply the changes.
 - If you are using IE version 8 or 9, select "No" button to apply the changes.
- Click 'OK' to close window and 'Refresh' button on the web browser.

If you still cannot access the application, send a problem report to ODAR.HQ.ARS@SSA.GOV. Provide the following information:

1. User ID
2. Browser type and version (e.g. Firefox 15, Internet Explorer 9, Safari 5)
3. Computer operating system (e.g. Windows 7, Vista, Mac OS 10.6)
4. Steps taken before the error occurred

V. Scheduling Business Process

1. **I am concerned that the application will have one of our associates scheduled in the afternoon in California and then in South Carolina on the next morning. Does the system account for the location of the associates on the day before, or the day after a hearing is to be scheduled?**

The application is a tool for schedulers to monitor the hearing office workflow for scheduling cases. It will not eliminate the need to work together with a scheduler during the special situations you described. Schedulers will use this tool, as well as, make manual adjustments in order to meet the needs of all hearing participants.

2. **I have a practice in Towson and cover hearings for a firm in Los Angeles. Why do I have two calendars? If my Towson calendar shows unavailable on a date under the Towson profile, why does it show available under the Los Angeles profile? Am I supposed to enter my Towson un/availability for the Los Angeles profile?**

When you access ASC, you will have two calendars because you have two profiles in our system – one for each address. If you are unavailable for scheduling at either location, you will need to update your availability in both calendars.

3. **Will this mean the end of the friendly calls from ODAR to clear my schedule? For Representatives who practice in other areas of the law (and, perhaps in more than one ODAR hearing office), updating the availability would be a chore. The present system, where I get calls seems to work well. Will non-participating Representatives get those calls?**

It is up to the hearing office's current business policy. The schedulers will continue to follow the same protocol for scheduling your cases.

4. **How much time do I have from the day the hearing shows up on my calendar to change my availability without going through the postponement process?**

Once a scheduled hearing is posted on your calendar, you will not be able to change your availability. You must contact the hearing office where you have hearings scheduled to resolve availability conflicts and initiate the postponement process.

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5. If I have a busy schedule and I am not able to show availability far in advance, will it affect my claimant's cases?

The system default for your availability is set to Available. If you have access to the ASC, you need to provide changes to your availability 60 to 150 days in advance. You can update your availability up to a year out, as frequently as needed. If you do not have access to the ASC, the hearing office will follow the current business process to schedule cases for you.

6. Will I be double booked or have time conflicts with the pilot and non-pilot offices?

Every precaution will be taken to avoid conflicts; however, this new process is only partially automated. Hearing office schedulers still review the hearing dates and times along with the utilization of resources prior to any scheduled hearings.

7. How can I get my hearing postponed?

To postpone a hearing scheduled on your calendar, please contact the hearing office where the hearing is scheduled.

8. How should I provide my availability to non-pilot hearing offices?

For non-pilot hearing offices, please continue to follow your current procedure for providing availability.

9. How should I provide my availability to a pilot hearing office when I don't have access to ASC?

Please continue to follow your current procedure for providing availability to a given hearing office.

10. Will non-pilot hearing offices be able to view my calendar and schedule me accordingly?

Non-pilot hearing offices will continue to follow current procedures for scheduling hearings.

11. How is the scheduler involved in this process?

The schedulers use an internal Calendar application to view your availability and profile settings. They will follow the current business process to schedule hearings based on all participants' availability.

12. Will the role of the scheduler change in the new process or at the pilot hearing office?

No, the schedulers will continue to manage the scheduling business process at hearing office. The scheduler will use your Calendar in conjunction with the calendars of other participants and current business process to schedule hearings.

13. Will hearings be scheduled one after another?

Hearings are scheduled by hearing offices based on the hearing request date; the current scheduling business process will still be followed. If you have specific preferences, please communicate this with the associated hearing office.

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VI. Enrolling in ARS

1. How do I enroll in ARS?

To enroll with ARS, please ask your local hearing office to mail you an invitation. With that invitation will be a SSA Form 1699 marked for eFolder Access. Complete the SSA Form 1699 and fax it to the number listed on the form.

2. What are the qualifications for enrollment?

A representative must be in the business of providing services to Social Security claimants and beneficiaries, and must be appointed to at least one case pending at the Hearing or Appeals level via an SSA Form 1696.

3. Do I have to sign up for direct pay when I enroll in ARS?

No. A representative does not have to accept fees or be enrolled for direct pay to enroll with ARS.

4. Do I have to complete separate forms to gain eFolder access and direct pay?

The same form is used for both eFolder Access and Direct pay, simply mark any payment sections that don't apply as N/A. The form will be processed strictly for eFolder Access and you will be issued a User ID for ARS access only.